



GREENER GUEST'S GUIDE TO:

# Being a greener host

Tips and advice for small independent accommodation hosts on how to offer a more sustainable guest experience.



# We're here to help!

## What we'll cover:

- Energy Saving
- Water Saving
- Avoiding Single-Use Plastic
- Eco-Friendly Products & Services
- Recycling Right
- Encouraging Sustainable Transport
- Communicating with Guests

# 01 Energy Saving



- Ensure that all lights operate with LEDs
- When purchasing any new white goods, choose those with the highest energy efficient rating
- Provide information on how to operate quick wash cycles on washing machines
- Encourage guests to switch off lights / heating / air-conditioning when they go out
- Provide clear instructions on how to operate heating and air-conditioning, tell guests what an optimum temperature could be to stay comfortable (and keep your bills reasonable)
- Encourage guests to dry clothes on the line rather than in a tumble dryer

# 02 Water Saving



- Ensure that all taps are fitted with flow restrictors
- If you have an old style toilet cistern that uses many litres of water, put a water hippo into the cistern or fill a 1.5 litre bottle with water and place that into the cistern to displace 1.5 litres each time the loo is flushed.
- If you have a dual flush system, make sure guests know how to use it
- Install low flow (but high pressure) shower heads
- Think about smart shower heads like Hydrao that change colour as more and more water is used.
- Provide information on how to operate quick wash cycles on washing machines
- Leave a card on any spare beds inviting guests politely not to use them if they don't need them to save having to wash additional linens unnecessarily
- Encourage guests not to flush sanitary items or wet wipes (not so much water saving but certainly a way to help local water authorities and avoid blockages that could be costly to you)

# 03

## Avoiding Single-Use Plastic



- Avoid miniature plastic amenities, encourage guests to bring their own toiletries
- Provide refillable or solid bar toiletries\*
- Choose natural loofah or coconut fibre kitchen scourers, natural cotton tea towels and cloths
- Don't provide single-use wipes
- Avoid microfibre cloths or if you do use them, wash them in a guppy bag to capture microfibres
- Provide washing powder in a cardboard box rather than washing liquid in a plastic bottle
- Provide a picnic basket complete with reusable cutlery and crockery
- Provide tupperwares and encourage guests to take them to participating supermarkets or package free shops if they are available in your area
- Provide reusable shopping bags
- If tap water is unpleasant to drink, provide a water filter jug so that guests don't need to buy plastic bottles
- Avoid coffee capsules unless they are home compostable

\*See our Standard Operating Procedure for Toiletries and Amenities



- Choose chemical free, plant-based cleaning products
- Make the switch to a renewable energy provider
- Provide a directory of eco-friendly products and services such as package free shops, plastic free take-away or meal delivery companies, taxi companies with an electric fleet
- List any coffee shops that offer free water refills or discounts on refillable coffee
- Source recycled or repurposed furniture and decor, or repurpose these yourself

# 05 Recycling Right



- Recycling collections are frustratingly different between municipalities. Make it easy for your guests to understand which items are to be disposed of and in which bins.
- Many local councils provide information cards that you could make prominent in the kitchen, perhaps by sticking it with a magnet to the fridge
- For short stays, help guests to separate their waste by providing separate bins and taking it to the recycling yourself
- If food waste composting schemes are available in your area, inform guests about how they can participate

# 06 Sustainable Transport



- If you're in an area with great transport connections, encourage car-less holidays by offering discounts for guests who travel by public transport
- Provide bicycles and cycle route maps to encourage people to explore
- Provide walking route maps
- Provide information on local electric vehicle hire and e-bikes
- If possible and financially viable, provide an electric vehicle charging point

# 07 Communicating with guests



- Make any instructions clear and easy to understand
- List your green credentials in your description on booking sites
- Provide pre-trip information in confirmation and follow up emails
- Create a welcome introduction pack that includes all relevant sustainability information or make it available through a QR code or app
- Tell guests if you are situated in a "Plastic Free Town"
- Promote local products, dishes and artisans (hang local art on the wall and inform guests where they can purchase it)
- Follow up with guests after their visit to keep them updated on any additional green credentials
- Ask guests to rate your green credentials and share your achievements on their own social networks



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